

## VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT)

<b>Date Created:</b>	26 January 2015
<b>Product Name:</b>	Turnitin Student Course Management System
<b>Version:</b>	CMS2015Q1
<b>Contact for more Information:</b>	Sun Oh sunlee@turnitin.com

## Supporting Features (second column on VPAT)

Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through equivalent facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental alteration exception applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

## Summary Table

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with exceptions	See details in Section 1194.21.
Section 1194.22 Web-based internet information and applications	Supports with exceptions	See details in Section 1194.22.
Section 1194.23 Telecommunications Products	Not applicable	
Section 1194.24 Video and Multi-media Products	Not applicable	
Section 1194.25 Self-Contained, Closed Products	Not applicable	
Section 1194.26 Desktop and Portable Computers	Not applicable	
Section 1194.31 Functional Performance Criteria	Does not support	See details in Section 1194.31.
Section 1194.41 Information, documentation, and support.	Supports with exceptions	See details in Section 1194.41.

## SECTION 1194.21: SOFTWARE APPLICATIONS AND OPERATING SYSTEMS

Criteria	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports with exceptions</p>	<p>Most basic tasks can be completed using the keyboard-alone. Some basic and advanced functionality cannot be performed using the keyboard-alone, including:</p> <ul style="list-style-type: none"> <li>• Download menu button to retrieve the original file, PDF version, or digital receipt is not reachable or operable using the keyboard alone.</li> <li>• The buttons for writing and reading peer reviews from the class portfolio are not reachable or operable using the keyboard-alone.</li> <li>• Most of the functionality for the document viewer is not available for the Originality report, GradeMark report, or PeerMark report. There is a text-only version for the Originality report, but doesn't have equivalent functionality, and the link to reveal the text-only version is hidden visually and not easily discoverable.</li> </ul>

Criteria	Supporting Features	Remarks and explanations
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Supports	The product does not disrupt or disable activated accessibility features.
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	Does not support	<p>Some interactive elements do not have a visual indication of focus, and the focus order is sometimes erratic. Some elements do not receive focus at all, including:</p> <ul style="list-style-type: none"> <li>• Some buttons in the class portfolio.</li> <li>• Most interface elements in the document viewer.</li> </ul>

Criteria	Supporting Features	Remarks and explanations
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Does not support</p>	<p>Many form controls lack sufficient information for Assistive Technology, including:</p> <ul style="list-style-type: none"> <li>• Some form controls and buttons are not labeled correctly.</li> <li>• The role is not exposed for some form controls, such as menu buttons, slider widgets, and dialogs.</li> </ul>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>Images used for controls are used consistently.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	<p>Textual information is available for assistive technologies.</p>

Criteria	Supporting Features	Remarks and explanations
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with exceptions	<p>Some information is provided using background images that are not visible in Windows' high contrast mode.</p> <p>The login button is clipped from the home page when the page is zoomed at 200%, and some of the content is also clipped. The login fields are visible but clipped. All content is rendered correctly when zoomed at 200% once the user has logged into the system.</p>
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports with exceptions	Animation is used on the home page, but stops after 5 seconds with static text. There is no animation once the user has logged in.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with exceptions	<p>Color coding is not the only means of conveying information with some exceptions, including:</p> <ul style="list-style-type: none"> <li>• Active and inactive buttons are indicated by color-alone.</li> <li>• The current step when submitting an assignment is indicated by color-alone.</li> <li>• Highlighted text in the GradeMark report is indicated by color-alone.</li> </ul>

Criteria	Supporting Features	Remarks and explanations
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	The product does not permit users to adjust color and contrast settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The product does not use flashing or blinking elements.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does not support	Some form controls lack programmatically associated labels. Some button elements are not reachable or operable using assistive technologies. Most interface elements in the document viewer are not operable using assistive technologies, and do not expose the correct role, state, and other properties required for assistive technologies.

## SECTION 1194.22: WEB-BASED INTERNET INFORMATION AND APPLICATIONS

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	<p>Most images have a text equivalent, but there are several images that do not include a text equivalent, including:</p> <ul style="list-style-type: none"> <li>• The Turnitin logo on the create account pages.</li> <li>• Information and download icons.</li> <li>• The image representing the uploaded document.</li> </ul>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports through equivalent facilitation	Some training videos are captioned, and others have equivalent training material below the video in text.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with exceptions	<p>Color coding is not the only means of conveying information with some exceptions, including:</p> <ul style="list-style-type: none"> <li>• Active and inactive buttons are indicated by color-alone.</li> <li>• The current step when submitting an assignment is indicated by color-alone.</li> </ul> <p>Highlighted text in the GradeMark report is indicated by color-alone.</p>
(d) Documents shall be	Supports with	Most pages are

Criteria	Supporting Features	Remarks and explanations
organized so they are readable without requiring an associated style sheet.	exceptions	readable without CSS, but redundant information is displayed. CSS is required for the document viewer.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Server-side image maps are not used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	Server-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports with exceptions	Most data tables identify column headers, but row headers are not identified. The information data table in the document viewer does not identify column or row headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	The data tables only have one logical level of column and row headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with exceptions	<p>The product uses iframes that include a title attribute with some exceptions, including:</p> <ul style="list-style-type: none"> <li>• The iframe used in the user agreement does not have a title.</li> <li>• An iframe used when uploading files does not have</li> </ul>

Criteria	Supporting Features	Remarks and explanations
		<p>a title.</p> <ul style="list-style-type: none"> <li>An iframe used for videos in the training does not have a title.</li> </ul>
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The product does not use flickering elements.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	The content can be made accessible using currently available open web technologies.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Does not support	Some button elements are not reachable or operable using assistive technologies. Most interface elements in the document viewer are not operable using assistive technologies, and do not expose the correct role, state, and other properties required for assistive technologies.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with	Supports	The product does not require applets. Flash is required for the videos in the training section, and a download link is presented if Flash is

Criteria	Supporting Features	Remarks and explanations
§1194.21(a) through (l).		not already installed.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does not support	Some form controls lack programmatically associated labels. Some button elements are not reachable or operable using assistive technologies. Most interface elements in the document viewer are not operable using assistive technologies, and do not expose the correct role, state, and other properties required for assistive technologies.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exceptions	Heading elements are used to assist navigation for assistive technologies, but a skip link is not provided and the focus order does not follow the visual order and is difficult to track visually.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports with exceptions	When the session is about to expire, a dialog is presented with focus on a button for the user to extend the session. When interacting with the document viewer, the session times out silently without notifying the user.

## SECTION 1194.31: FUNCTIONAL PERFORMANCE CRITERIA VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	Some interface elements are not reachable or operable using assistive technologies, and do not expose the correct name, role, and other properties required for assistive technologies. Refer to 1194.21(d), 1194.21(l), and 1194.22(n) for details.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with exceptions	The content zooms to 200% without loss of function once logged in, but some content is clipped on the Turnitin home page and login pages.  Some elements are not visible in Windows' high contrast mode, and some color combinations do not have sufficient contrast. Refer to 1194.21(g) for details.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports through equivalent facilitation	Some training videos are captioned, and others have equivalent training material below the video in text.  The instructor may provide a voice recorded comment for assignments, and there is a provision for the instructor to provide a transcript for the voice recording.
(d) Where audio	Not applicable	Audio information is

Criteria	Supporting Features	Remarks and explanations
<p>information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>		<p>not used.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports</p>	<p>User speech is not required.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports with exceptions</p>	<p>Some basic functionality can be operated using the keyboard alone, but some functionality cannot be performed using the keyboard alone, such as reading or writing peer reviews, and the download menu button with different file formats, and revealing tooltip text for assignment instructions. The functionality for the Originality, GradeMark, and PeerMark reports requires a mouse. Refer to 1194.21(a) for details.</p>

## SECTION 1194.41: INFORMATION, DOCUMENTATION AND SUPPORT

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge		
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports with exceptions	The help section contains detailed information for end users, although the helpdesk contact form contains some unlabeled form controls.